

Ibrahim Mkheimer
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Personal Information

- Date of Birth : 28 December 1979.
- Place of living : Amman, Jordan.
- Nationality : Jordanian.

Academic Background

- Ph.D holder in Business Administration, University Sultan Zain Al-Abidin (UNISZA), Malaysia, 2019, Dissertation Title: “The Mediating Role of Customer Satisfaction in the Relationship between Corporate Social Responsibility, Corporate Image and Customer Loyalty”.
- Master of Business Administration (MBA), Very Good Grade, Al-Balqa' Applied University, 2016, Thesis Title: “The Impact of Staffing Strategy on Achieving Competitive Advantage: Field Study at Private Hospitals in Amman.
- Bachelor in Political Sciences, Good Grade, University of Jordan, 2001.
- Diploma in English, Very Good Grade, AL – Khawarizmi College, 2010.

Job Experiences

- Assistant professor at faculty of economics and administrative sciences in Zarqa University from October 2023 to present.
- Data analyst and main researcher in different research and studies centers and academic services institutions from 2019 to present.
- Typist and data entry in Islamic Hospital, Amman, 2014- 2016.
- Public Relations officer in Jordan Armed Forces 2004-2009.

Training Courses

- ICDL Certificate.
- Different analytical software training like SPSS and Structural Equation Modeling (SEM) using AMOS for qualitative analyses.
- Methodology courses in Malaysia including writing proposal, data collection and analysis, research ethics and publications.

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- Data analysis workshop using SmartPLS software (16hrs) dated from 18/6/2020 to 21/6/2020 conducted by National Research, Consulting and Training Foundation NRCT in Egypt.
- Data analysis workshop of Econometrics & panel data dated from 1/6/2020 to 15/6/2020 conducted by Stat consulting agency in Egypt.

Academic Publications

1. Corporate governance in Jordan and boardroom diversity: a critical review of literature. (2018). European Scientific Journal, 14(10), 359-372.
2. Insights on Strategic Management Practices in Jordan: A Review of Literature. (2018). European Journal of Business and Management, 10, 74.
3. The impact of leadership styles on business success: A Case Study on SMEs in Amman. (2018). Arabian Journal of Business Management Review, 8(343), 2.
4. Factors of employee engagement and organizational development: Are they Linked. (2020). International Journal of Recent Technology and Engineering (IJRTE), 8(5), 788-797.
5. TQM Role in Achieving Student Satisfaction in Higher Education Institutions. (2020). Journal of Xi'an University of Architecture & Technology, 13(3), 3180-3192.
6. Project Risk Management in MENA: Systematic Literature Review and Future Research Avenues. (2020). PAIDEUMA journal.
7. Exploring Bullying Practices at a Workplace. (2020). International Journal of Advanced Medical Sciences and Technology (IJAMST), 1(1), 20-27.
8. Contributions of Healthcare Management to Economic Development: Systematic Review. (2020). International Journal of Disaster Recovery and Business Continuity, 11, pp-1608.
9. Does Corporate Social Responsibility Activities Have a Role in Creating Customer Satisfaction and Customer Loyalty? (2020). The Journal of Research on the Lepidoptera.

10. The effect of corporate image on customer loyalty: The mediating effect of customer satisfaction. (2020). Journal of Research on the Lepidoptera, 51(2), 124-138.
11. Can hotel employees arise internal whistleblowing intentions? Leader ethics, workplace virtues and moral courage. (2023). European Journal of Management and Business Economics, 32(2), 203-222.
12. Unperplexing the nexus between physical evidence and guest retention at beach resorts: multiple sequential mediation models. (2023). Journal of Hospitality Marketing & Management, 32(6), 717-744.
13. Tit-for-Tat! Does negative reciprocity mitigate supervisors' abusive behaviors on hotel employee outcomes?. (2024). Journal of Quality Assurance in Hospitality & Tourism, 25(5), 1438-1464.
14. Dark triad traits, job involvement, and depersonalization among hotel employees: The mediating role of workplace incivility. (2024). International Journal of Hospitality & Tourism Administration, 25(4), 764-792.
15. Importance of Management Information System for Enhancing the Success Factor of Project. (2024). International Journal of Business Information Systems 1(1).
16. Digital transformation capability and employee turnover intentions: the role of knowledge management capability and digital leadership. (2024). Journal of Applied Research in Higher Education.
17. Green Brand Awareness and Customers Positive Behaviors: Review of Literature. (2025). From Machine Learning to Artificial Intelligence: The Modern Machine Intelligence Approach for Financial and Economic Inclusion, 471-478.
18. The impact of monetary policy shocks on the macroeconomic variables Jordan case study (1990-2020). (2025). WSEAS transactions on business and economics.
19. Translation a book in statistical analysis (Structural Equation Modeling using AMOS) into Arabic.

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Languages

- Arabic : Native Speaker.
- English : Very Good Level, Reading, Writing, and Speaking.
- 5.5 score of IELTS.

References

1. Dr. Jamileh Daoud, English Department, AL- Khwarizmi College, jamileh@hotmail.com, Tel: 06/5525185.
2. Mr. Mazin AL Abdullat, English Department, AL-Khwarizmi College, maaba06@yahoo.com, Tel:06/5525185.
3. Mrs. Rima Wakeila, Sight and Sound center, rima@sight.jo, Tel: 06/5661136, 06/5694191.